

**Directions for Administration of Customer Satisfaction Survey  
For the Alternatives to Abortion Program**

1. Per the contract, please administer the survey to all clients who receive services from January 1, 2018 through June 30, 2018. Each client should complete one survey. The client should ONLY rate the services she actually received. \*Please highlight what those were BEFORE giving it to the client.
2. The client should be given a plain envelope with the name of your center AND Alliance for Life's name on the outside of the envelope along with a copy of the survey.
3. **The client shall complete the survey, in private, and return the survey to you in the sealed envelope.** This is a confidential survey. PLEASE DO NOT OPEN the envelope.
4. **Please return all of the sealed envelopes to the A2A Program Manager at Alliance for Life, no later than July 3, 2018.** Surveys should be bundled (*not sent separately*) and submitted to the program manager at the following address:

Alliance for Life, Inc.  
ATTN: Mary Taylor, A2A Program Manager  
437 SW Ward Road  
Lee's Summit, MO 64081

In addition, we are aware that some of the verbiage may not be the exact verbiage we use; rather than crossing out the words and replacing with another would be to include a "/" (slash) and include the new words after the "/".

**Example:** "Housing Assistance" would be considered the same as "Finding a Home", so this is what you *could* do:

☐ Finding a Home/Housing Assistance

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied

**Please make every effort to get as many clients surveyed as possible.**

**Please be sure to follow the highlighted instructions.**

Thank you!